

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	October	November	December	Qtr Average
IL TOTAL	3.26	3.30	3.46	3.34

Operator Answer Time - Information - Section 730.510(a)(1)

	October	November	December	Qtr Average
IL TOTAL	5.06	5.17	5.52	5.26

Repair Office Answer Time - Section 730.510(b)(1)

	October	November	December	Qtr Average
IL TOTAL	35.58	46.75	29.44	37.29

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	October	November	December	Qtr Average
Consumer	40.81	42.67	55.17	46.12
Business	67.75	56.31	51.95	58.83
IL TOTAL	43.81	44.14	54.82	47.51

Percent of Service Installations - Section 730.540(a)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	99.40%	99.04%	98.86%	99.11%
IL Chicago Beverly	99.45%	99.39%	99.38%	99.41%
IL Chicago Loop	99.13%	99.04%	98.79%	98.99%
IL Chicago Montrose	99.18%	99.35%	99.37%	99.29%
IL Chicago Prospect	99.54%	99.52%	99.35%	99.47%
IL Chicago Ronald St.	99.62%	99.53%	99.21%	99.46%
IL Chicago Stewart	99.12%	99.17%	99.22%	99.17%
IL Cicero	99.44%	99.49%	99.35%	99.43%
IL East St.Louis	99.07%	99.04%	99.11%	99.07%
IL Evanston	98.83%	99.30%	98.55%	98.90%
IL Gurnee	98.80%	99.21%	99.23%	99.07%
IL Kankakee	98.91%	99.06%	98.69%	98.89%
IL McHenry	99.08%	99.16%	99.14%	99.13%
IL Montgomery	98.58%	98.49%	98.14%	98.41%
IL Orland	98.89%	98.54%	97.83%	98.45%
IL Peoria	99.40%	99.40%	99.28%	99.36%
IL Rockford	99.23%	99.51%	99.39%	99.37%
IL Springfield	98.83%	99.30%	99.46%	99.19%
IL St. Charles	98.48%	98.85%	98.49%	98.61%
IL Unknown	100.00%	100.00%	100.00%	100.00%
IL TOTAL	99.08%	99.15%	98.96%	99.07%

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Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 730 Section 115

Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	95.00%	92.22%	80.45%	89.15%
IL Chicago Beverly	96.78%	96.41%	87.12%	93.17%
IL Chicago Loop	96.33%	95.22%	95.00%	95.51%
IL Chicago Montrose	94.43%	96.03%	88.57%	93.03%
IL Chicago Prospect	96.36%	95.59%	90.19%	93.96%
IL Chicago Ronald St.	92.19%	95.61%	85.52%	91.14%
IL Chicago Stewart	95.46%	94.25%	86.21%	92.10%
IL Cicero	97.02%	94.47%	85.50%	92.21%
IL East St.Louis	95.28%	97.78%	98.06%	97.02%
IL Evanston	95.86%	95.91%	88.14%	93.28%
IL Gurnee	96.04%	95.70%	91.63%	94.40%
IL Kankakee	93.29%	94.10%	82.83%	90.27%
IL McHenry	95.74%	95.39%	88.94%	93.45%
IL Montgomery	95.74%	93.27%	87.92%	92.29%
IL Orland	97.19%	93.16%	82.62%	91.14%
IL Peoria	97.47%	96.13%	96.39%	96.65%
IL Rockford	97.23%	92.06%	94.72%	94.51%
IL Springfield	95.12%	96.80%	93.96%	95.38%
IL St. Charles	93.29%	94.82%	91.13%	93.09%
IL Unknown	100.00%	92.31%	100.00%	97.06%
IL TOTAL	95.34%	94.95%	88.59%	93.00%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	1.07	1.06	1.03	1.06
IL Chicago Beverly	2.06	2.00	2.22	2.09
IL Chicago Loop	0.73	0.72	0.76	0.73
IL Chicago Montrose	1.34	1.10	1.13	1.19
IL Chicago Prospect	1.64	1.72	1.79	1.72
IL Chicago Ronald St.	1.74	1.32	1.38	1.48
IL Chicago Stewart	2.81	2.49	2.58	2.63
IL Cicero	1.21	1.39	1.40	1.33
IL East St.Louis	1.35	1.46	1.19	1.33
IL Evanston	1.14	1.09	1.14	1.12
IL Gurnee	0.81	0.90	0.88	0.86
IL Kankakee	2.19	1.64	1.74	1.86
IL McHenry	0.97	0.97	0.87	0.94
IL Montgomery	1.06	1.06	1.08	1.06
IL Orland	1.18	1.21	1.18	1.19
IL Peoria	0.89	1.03	0.91	0.94
IL Rockford	1.07	1.23	1.05	1.12
IL Springfield	1.26	1.26	1.06	1.19
IL St. Charles	0.83	0.81	0.78	0.80
IL Unknown	3,848.00	3,390.00	2,278.00	3,172.00
IL TOTAL	1.24	1.20	1.17	1.21

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 730 Section 115

Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	8.10%	9.21%	9.65%	8.98%
IL Chicago Beverly	9.54%	9.01%	10.51%	9.72%
IL Chicago Loop	9.17%	10.12%	10.02%	9.77%
IL Chicago Montrose	7.79%	7.35%	7.03%	7.42%
IL Chicago Prospect	9.71%	9.24%	10.06%	9.68%
IL Chicago Ronald St.	10.14%	9.17%	9.93%	9.79%
IL Chicago Stewart	12.90%	14.48%	14.40%	13.89%
IL Cicero	9.95%	9.22%	9.46%	9.53%
IL East St.Louis	10.24%	8.88%	9.23%	9.45%
IL Evanston	8.34%	7.26%	9.37%	8.35%
IL Gurnee	7.51%	5.54%	8.31%	7.10%
IL Kankakee	10.58%	9.67%	10.74%	10.37%
IL McHenry	9.48%	7.98%	7.97%	8.50%
IL Montgomery	9.60%	7.50%	10.06%	9.06%
IL Orland	7.38%	8.90%	9.65%	8.66%
IL Peoria	9.98%	8.67%	7.87%	8.82%
IL Rockford	10.32%	8.83%	9.73%	9.58%
IL Springfield	12.65%	10.35%	9.80%	11.00%
IL St. Charles	7.38%	6.57%	7.64%	7.20%
IL Unknown	0.05%	0.24%	0.35%	0.19%
IL TOTAL	9.21%	8.62%	9.45%	9.09%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	11.24%	10.66%	10.61%	10.86%
IL Chicago Beverly	14.58%	13.43%	14.69%	14.26%
IL Chicago Loop	10.73%	13.16%	11.04%	11.56%
IL Chicago Montrose	15.91%	14.55%	13.86%	14.89%
IL Chicago Prospect	14.52%	14.40%	13.30%	14.07%
IL Chicago Ronald St.	12.95%	11.84%	10.80%	11.91%
IL Chicago Stewart	16.83%	16.09%	15.39%	16.11%
IL Cicero	9.99%	10.89%	10.49%	10.44%
IL East St.Louis	8.40%	8.87%	8.40%	8.55%
IL Evanston	12.29%	12.41%	10.55%	11.77%
IL Gurnee	10.29%	10.38%	10.96%	10.53%
IL Kankakee	11.71%	12.21%	12.17%	12.02%
IL McHenry	8.62%	7.59%	7.04%	7.80%
IL Montgomery	11.25%	11.54%	10.55%	11.11%
IL Orland	8.06%	10.03%	8.22%	8.74%
IL Peoria	8.04%	8.98%	8.93%	8.63%
IL Rockford	8.18%	9.24%	8.21%	8.53%
IL Springfield	8.56%	9.05%	7.71%	8.43%
IL St. Charles	10.50%	9.89%	8.89%	9.81%
IL Unknown	0.00%	0.00%	0.00%	0.00%
IL TOTAL	11.26%	11.31%	10.63%	11.08%

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 730 Section 115

Missed Repair Appointments - Section 730.545(h)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	11	13	13	12
IL Chicago Beverly	3	10	8	7
IL Chicago Loop	10	11	16	12
IL Chicago Montrose	12	11	10	11
IL Chicago Prospect	12	13	12	12
IL Chicago Ronald St.	15	6	13	11
IL Chicago Stewart	34	30	16	27
IL Cicero	19	12	7	13
IL East St.Louis	2	7	11	7
IL Evanston	5	3	11	6
IL Gurnee	8	11	11	10
IL Kankakee	17	14	5	12
IL McHenry	6	2	3	4
IL Montgomery	9	13	11	11
IL Orland	10	12	9	10
IL Peoria	4	3	4	4
IL Rockford	1	12	6	6
IL Springfield	4	10	6	7
IL St. Charles	21	5	9	12
IL Unknown	0	0	0	0
IL TOTAL	203	198	181	194

Missed Installation Appointments - Section 730.545(d)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	27	23	29	26
IL Chicago Beverly	25	16	19	20
IL Chicago Loop	40	27	24	30
IL Chicago Montrose	46	31	32	36
IL Chicago Prospect	27	28	41	32
IL Chicago Ronald St.	41	41	31	38
IL Chicago Stewart	33	27	24	28
IL Cicero	35	29	23	29
IL East St.Louis	36	23	15	25
IL Evanston	42	55	37	45
IL Gurnee	45	37	26	36
IL Kankakee	59	42	32	44
IL McHenry	35	58	50	48
IL Montgomery	59	42	45	49
IL Orland	82	70	46	66
IL Peoria	7	22	4	11
IL Rockford	16	9	6	10
IL Springfield	21	9	11	14
IL St. Charles	87	66	63	72
IL Unknown	67	31	35	44
IL TOTAL	830	686	593	703

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

October 2005

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$27.19	22	1	0	0	0	364	0
IL Chicago Beverly	\$43.68	39	1	0	0	0	219	0
IL Chicago Loop	\$63.42	41	3	1	0	0	236	0
IL Chicago Montrose	\$155.84	64	12	0	0	0	477	0
IL Chicago Prospect	\$107.82	47	4	0	0	0	253	0
IL Chicago Ronald St.	\$186.93	173	1	1	0	0	299	0
IL Chicago Stewart	\$127.38	82	3	0	0	0	360	0
IL Cicero	\$40.38	32	1	0	0	0	153	0
IL East St.Louis	\$137.30	63	7	0	1	0	164	0
IL Evanston	\$64.88	56	1	1	0	0	241	0
IL Gurnee	\$58.28	29	2	0	0	0	192	0
IL Kankakee	\$140.41	70	6	1	0	0	454	0
IL McHenry	\$25.72	18	1	0	0	0	187	0
IL Montgomery	\$81.23	48	1	1	0	0	141	0
IL Orland	\$75.85	34	5	0	0	0	124	0
IL Peoria	\$23.33	19	1	0	0	0	64	0
IL Rockford	\$52.64	16	0	0	0	2	81	0
IL Springfield	\$103.60	54	8	0	0	0	87	0
IL St. Charles	\$75.28	56	2	0	0	0	295	0
IL Unknown	\$172.03	17	2	2	1	1	1	0
IL TOTAL	\$1,763.19	980	62	7	2	3	4,392	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

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November 2005

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		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$153.15	81	5	1	0	0	320	0
IL Chicago Beverly	\$60.30	38	1	1	0	0	174	0
IL Chicago Loop	\$145.40	44	6	1	2	0	205	0
IL Chicago Montrose	\$51.23	37	3	0	0	1	333	0
IL Chicago Prospect	\$99.73	62	4	1	0	0	311	0
IL Chicago Ronald St.	\$32.99	43	0	0	0	0	251	0
IL Chicago Stewart	\$177.65	84	4	1	0	0	319	0
IL Cicero	\$136.71	86	7	0	0	0	191	0
IL East St.Louis	\$30.50	21	1	0	0	0	138	0
IL Evanston	\$72.02	62	1	0	0	0	237	0
IL Gurnee	\$79.15	51	2	0	0	0	317	0
IL Kankakee	\$103.20	57	2	0	1	1	244	0
IL McHenry	\$35.66	32	0	0	0	0	156	0
IL Montgomery	\$103.97	70	3	1	0	0	141	0
IL Orland	\$195.79	101	11	1	0	0	214	0
IL Peoria	\$59.53	26	2	0	0	0	197	0
IL Rockford	\$126.17	55	8	0	0	0	122	0
IL Springfield	\$38.84	33	1	0	0	0	76	0
IL St. Charles	\$83.90	48	0	1	0	0	250	0
IL Unknown	\$203.76	9	0	2	0	1	6	0
IL TOTAL	\$1,989.65	1,040	61	10	3	3	4,202	0

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Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Out of Service Over 24 Hours Credits

December 2005

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		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$769.04	247	40	7	2	0	438	0
IL Chicago Beverly	\$488.89	192	21	1	0	1	309	0
IL Chicago Loop	\$164.90	73	5	2	1	0	289	0
IL Chicago Montrose	\$277.43	175	8	3	2	0	410	0
IL Chicago Prospect	\$372.90	173	14	1	2	0	386	0
IL Chicago Ronald St.	\$503.60	236	31	3	1	0	398	0
IL Chicago Stewart	\$715.65	217	30	5	1	0	433	0
IL Cicero	\$616.70	298	26	2	1	0	413	0
IL East St.Louis	\$58.47	22	2	0	0	1	137	0
IL Evanston	\$734.26	179	55	4	0	0	403	0
IL Gurnee	\$167.61	115	4	1	0	0	239	0
IL Kankakee	\$971.40	302	44	10	1	0	324	0
IL McHenry	\$307.13	179	9	1	1	0	177	0
IL Montgomery	\$396.94	176	22	1	0	0	217	0
IL Orland	\$796.01	273	44	5	1	0	332	0
IL Peoria	\$23.88	31	0	0	0	0	95	0
IL Rockford	\$35.58	43	0	0	0	0	121	0
IL Springfield	\$147.20	71	7	1	0	0	86	0
IL St. Charles	\$244.43	137	10	0	0	1	262	0
IL Unknown	\$575.40	36	2	3	5	4	15	0
IL TOTAL	\$8,367.42	3,175	374	50	18	7	5,484	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

October 2005

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$322.83	5	1	1	199	0
IL Chicago Beverly	\$439.35	10	1	1	107	0
IL Chicago Loop	\$930.75	16	1	3	217	0
IL Chicago Montrose	\$2,184.59	33	0	5	292	0
IL Chicago Prospect	\$2,376.26	10	0	2	208	0
IL Chicago Ronald St.	\$332.39	11	1	0	229	0
IL Chicago Stewart	\$528.80	17	1	1	243	0
IL Cicero	\$399.30	11	2	0	145	0
IL East St.Louis	\$618.69	21	0	1	118	0
IL Evanston	\$760.37	21	0	0	150	0
IL Gurnee	\$858.55	25	4	0	250	0
IL Kankakee	\$1,504.30	25	1	4	190	0
IL McHenry	\$1,369.64	31	0	3	216	0
IL Montgomery	\$1,552.37	20	1	4	178	0
IL Orland	\$2,123.26	23	2	5	220	0
IL Peoria	\$537.77	12	0	1	76	0
IL Rockford	\$434.36	16	0	0	86	0
IL Springfield	\$3,293.11	23	2	5	93	0
IL St. Charles	\$2,661.14	44	3	9	261	0
IL Unknown	\$293.33	6	0	1	0	0
IL TOTAL	\$23,521.16	380	20	46	3,478	0

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Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

November 2005

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		6-10	11	over 11		
IL Bellwood	\$832.60	19	0	0	180	0
IL Chicago Beverly	\$1,015.23	8	1	1	107	0
IL Chicago Loop	\$401.61	12	0	0	171	0
IL Chicago Montrose	\$581.72	18	0	1	271	0
IL Chicago Prospect	\$1,393.24	14	2	1	229	0
IL Chicago Ronald St.	\$287.00	10	0	1	220	0
IL Chicago Stewart	\$716.02	15	1	1	234	1
IL Cicero	\$519.99	11	0	1	136	0
IL East St.Louis	\$953.30	16	2	3	119	0
IL Evanston	\$462.11	9	0	1	144	0
IL Gurnee	\$282.80	8	0	0	218	0
IL Kankakee	\$5,579.15	19	3	8	199	0
IL McHenry	\$2,611.19	22	0	2	171	0
IL Montgomery	\$2,108.50	34	1	3	160	0
IL Orland	\$1,465.92	24	3	2	205	0
IL Peoria	\$525.97	15	0	0	71	0
IL Rockford	\$372.59	8	0	1	71	0
IL Springfield	\$1,315.64	16	0	4	88	0
IL St. Charles	\$681.98	17	0	1	235	0
IL Unknown	\$384.51	8	0	0	0	0
IL TOTAL	\$22,491.07	303	13	31	3,229	1

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Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Delayed Instalation Credits

December 2005

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		6-10	11	over 11		
IL Bellwood	\$898.29	19	1	0	168	0
IL Chicago Beverly	\$138.73	6	0	0	133	0
IL Chicago Loop	\$524.54	20	0	0	191	0
IL Chicago Montrose	\$180.25	10	0	0	250	0
IL Chicago Prospect	\$318.14	11	1	0	285	0
IL Chicago Ronald St.	\$338.76	16	0	0	236	0
IL Chicago Stewart	\$450.71	14	1	1	260	0
IL Cicero	\$918.90	3	0	2	117	0
IL East St.Louis	\$448.05	14	1	0	116	0
IL Evanston	\$318.34	7	1	0	152	0
IL Gurnee	\$173.50	8	0	0	166	0
IL Kankakee	\$1,260.21	19	1	3	187	0
IL McHenry	\$410.74	12	1	0	151	0
IL Montgomery	\$1,178.45	21	1	3	168	0
IL Orland	\$2,278.57	37	1	1	245	0
IL Peoria	\$630.35	9	0	2	71	0
IL Rockford	\$225.78	6	0	1	68	0
IL Springfield	\$675.34	8	1	1	87	0
IL St. Charles	\$1,018.73	17	0	1	221	0
IL Unknown	\$43.68	1	0	0	2	0
IL TOTAL	\$12,430.06	258	10	15	3,274	0

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Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

October 2005

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$1,900.00	37	0
IL Chicago Beverly	\$1,400.00	28	0
IL Chicago Loop	\$2,500.00	50	0
IL Chicago Montrose	\$2,900.00	58	0
IL Chicago Prospect	\$1,950.00	39	0
IL Chicago Ronald St.	\$2,800.00	56	0
IL Chicago Stewart	\$3,350.00	67	0
IL Cicero	\$2,700.00	54	0
IL East St.Louis	\$1,900.00	37	0
IL Evanston	\$2,350.00	47	0
IL Gurnee	\$2,650.00	53	0
IL Kankakee	\$3,800.00	75	0
IL McHenry	\$2,050.00	39	0
IL Montgomery	\$3,400.00	66	0
IL Orland	\$4,600.00	91	0
IL Peoria	\$550.00	11	0
IL Rockford	\$850.00	17	0
IL Springfield	\$1,250.00	25	0
IL St. Charles	\$5,400.00	107	0
IL Unknown	\$3,350.00	67	0
IL TOTAL	\$51,650.00	1,024	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

November 2005

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$1,800.00	35	0
IL Chicago Beverly	\$1,300.00	26	0
IL Chicago Loop	\$1,900.00	36	0
IL Chicago Montrose	\$2,100.00	42	0
IL Chicago Prospect	\$2,050.00	40	0
IL Chicago Ronald St.	\$2,350.00	46	0
IL Chicago Stewart	\$2,850.00	56	0
IL Cicero	\$2,050.00	40	0
IL East St.Louis	\$1,500.00	29	0
IL Evanston	\$2,900.00	58	0
IL Gurnee	\$2,400.00	47	0
IL Kankakee	\$2,800.00	56	0
IL McHenry	\$3,000.00	58	0
IL Montgomery	\$2,750.00	55	0
IL Orland	\$4,100.00	81	0
IL Peoria	\$1,250.00	24	0
IL Rockford	\$1,050.00	21	0
IL Springfield	\$950.00	19	0
IL St. Charles	\$3,550.00	71	0
IL Unknown	\$1,550.00	31	0
IL TOTAL	\$44,200.00	871	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2005

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Missed Appointment Credits

December 2005

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$2,100.00	39	0
IL Chicago Beverly	\$1,350.00	26	0
IL Chicago Loop	\$2,000.00	40	0
IL Chicago Montrose	\$2,100.00	42	0
IL Chicago Prospect	\$2,650.00	52	0
IL Chicago Ronald St.	\$2,200.00	43	0
IL Chicago Stewart	\$2,000.00	40	0
IL Cicero	\$1,500.00	30	0
IL East St.Louis	\$1,300.00	26	0
IL Evanston	\$2,400.00	48	0
IL Gurnee	\$1,850.00	37	0
IL Kankakee	\$1,850.00	37	0
IL McHenry	\$2,650.00	52	0
IL Montgomery	\$2,800.00	52	0
IL Orland	\$2,750.00	54	0
IL Peoria	\$400.00	7	0
IL Rockford	\$600.00	12	0
IL Springfield	\$850.00	17	0
IL St. Charles	\$3,600.00	72	0
IL Unknown	\$1,750.00	35	0
IL TOTAL	\$38,700.00	761	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2005, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 6 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.